

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

**SECTION A – GOALS AND OBJECTIVES**

**Program Goals**

This Scope of Services focuses on the Employment Preparation and Placement program model. The goal of the Employment Preparation and Placement program is to provide high-need individuals with the necessary job readiness training (JRT) and placement supports. Participants who complete the EPP will be directly linked to placement into full-time permanent employment (minimum 20 hours per week) with an expected retention of at least 90 days of employment at or above the Standard City Minimum Wage. (Per Illinois Department of Labor-The City of Chicago minimum wage will also increase on July 1, 2020 to \$13.50 per hour for small employers (4 to 20 employees) and \$14 per hour for large employers (21 or more employees)).

**Target Population**

DFSS provides workforce services to individuals facing hurdles to employment and are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago residents, low to moderate income, and authorized to work in the United States, and be from one of the following priority populations:

- Homeless Individuals
- Individuals with limited English proficiency
- Individuals who have had any criminal justice involvement that resulted in a criminal record

Providers may provide workforce services to Veterans and Individuals with Disabilities who also must meet the eligibility guidelines mentioned above

**SECTION B – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach,

DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Workforce Services Division seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, skills training, job placement assistance, and case management services through a wide network of community-based delegate agencies.

**Performance Indicators**

To track progress toward achieving our goals outlined in Section A and assess success of the Employment Preparation and Placement program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2021 Scope of Work**

- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 90, and 180 days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants receiving career coaching
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants earning a certification and or credential, if applicable.
- Number of employers that hired program graduates.

### **Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such, DFSS reserves the right to request/collect key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like.

Delegate agencies are expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

To the extent possible, DFSS will collect performance data from the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 24 hours of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Participant referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities.

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2021 Scope of Work**

- Findings of assessments completed by the delegate agency while delivering services.
- Participant employment outcomes at the 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

### **Data Usage**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

### **Meetings**

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate Agency's Chief Executive Officer, or designee, DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies. At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services
- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

### **Training**

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2021 Scope of Work**

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff working directly with job seekers and or entering data into ECM. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

**SECTION C – CORE ELEMENTS**

**Program Requirements**

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment a strategy customized to effectively reach the priority population, and development of a referral process that involves collaborations with other community-based organizations, the Chicago Cook Workforce Partnership, etc.
- 
- Program Orientation shall include, providing an overview of the program and expectations, eligibility requirements and completion of an initial intake assessment. Initial assessment and eligibility determination must be documented within ECM.
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed with all participants determined eligible for the program, example; i.e. O' Net Career Interest Profiler, academic assessments such as Test of Adult Basic Education (T.A.B.E)- for programs that require an assessment of basic skill levels. Development of the DFSS Individualized Employment Plan (IEP) required for all enrolled participants. All assessments and IEP development must be documented within ECM.
- Case Management Services providing advocacy, career coaching, mentoring, assisting with and or referral for supportive services, linkages to community resources, and more. All case management/coaching provided to enrolled participants must be documented in the IEP and within ECM progress notes.
- Contacts Agencies contracted to provide services are responsible for ensuring participant are contacted every 15-30 days and all actual and contact attempts are documented in ECM. Program staff should secure a main contact number and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address on file and entered in ECM progress notes.
- Job Readiness Training activities such as workshops and or one on one assistance with development of a resume and completing an application. Other workforce development topics shall include but not limited to; Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Each successful participant is required to have a completed resume on file. All services, workshops attended etc. are required to be documented in the participants IEP and in ECM.

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

- Basic Skills Training life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, access to and or referrals to adult learning programs.
- Supportive Services- transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE). All supportive services, referral, etc. provided to enrolled participants must be documented in the participants IEP and within ECM system.
- Placement Services Employer engagement with employers from various industries and sectors willing to collaborate on offering employment opportunities to individuals completing job readiness training. The implementation of a plan to address workforce needs within a specific industry/occupation and identify other resources that would benefit local employers such as access the Employer Tax Credits.
- Follow-up and Retention Services provide ongoing case management to include; contacts, and follow-up activities to ensure retention and career advancement. All follow and retention services must be documented in ECM in the participants file and IEP

**SECTION D – PAYMENT STRUCTURE**

**Method of Payment**

Under the CDBG performance-based contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

[www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement)

Vouchers must be submitted to the agencies DFSS Workforce Services Division workforce coordinator for review and approval prior to uploading into the iSupplier system. Delegates should allow a minimum of 3 business days for the review and approval process. All vouchers should be submitted within 15 calendar days after the end of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Submit the required monthly report voucher log for month of service vouchering for. Vouchers submitted after the monthly deadline will result in a delayed payment.

**SECTION E – PROGRAM AND DELEGATE INFORMATION**

Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.

Program Model: **Employment Preparation and Placement**  
Program Name: \_\_\_\_\_  
PO Number: \_\_\_\_\_  
Grant Amount: \_\_\_\_\_

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

Contract Term: **January 1, 2021 through December 31, 2021**

Program Staff Contact Name: \_\_\_\_\_

Program Staff Title: \_\_\_\_\_

Program Staff Contact Phone: \_\_\_\_\_

Program Staff Contact Email: \_\_\_\_\_

**Delegate Agency Information**

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Executive Director Name: \_\_\_\_\_ Fiscal Contact Name: \_\_\_\_\_

Executive Director Phone: \_\_\_\_\_ Fiscal Contact Phone: \_\_\_\_\_

Executive Director Email: \_\_\_\_\_ Fiscal Contact Email: \_\_\_\_\_

Administration Office Hours: \_\_\_\_\_

**Facility/Site Information**

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

Facility/Site Name	Address	Days of Operation	Hours of Operation	Estimated Amount of Contract allocated for this site	Estimated # of Clients to be served at this site
ABC Community Center	1234 W Main St.	M-F	9:00 - 5:00	\$50,000	25

In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s): \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Census Tract(s): \_\_\_\_\_

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals. Or,  
☐ This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2021 Scope of Work**

Ward(s): \_\_\_\_\_

Community Area(s): \_\_\_\_\_

Census Tract(s): \_\_\_\_\_

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: \_\_\_\_\_

South: \_\_\_\_\_

East: \_\_\_\_\_

West: \_\_\_\_\_

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
***Community Development Block Grant (CDBG) Employment Preparation and Placement Program***  
**2021 Scope of Work**

**Program Narrative**

Provide a narrative statement about the program including the scope, services outside of program requirements outlined to be provided, and how your agency plans to meet enrollments, placements and retention. Ensure that your Scope of Work incorporates the program elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.



Agency Name: \_\_\_\_\_  
 PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

**Plan for meeting performance**

Instructions: Agency will develop a “block” schedule that will incorporate when program orientations, enrollment appointments, walk ins, case management will be done with job seekers. Agency should allow time for data entry, staff meetings, etc.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 AM					
8:30					
9:00					
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
1:00					
1:30					
2:00					
2:30					
3:00					
3:30					
4:00					
4:30					
5: 00 PM					

Agency Name: \_\_\_\_\_  
 PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

**Planned Performance Outcomes**

Agency's should plan to meet all planned enrollment goals by the 2<sup>nd</sup> quarter of the program year. All 30-day placements should be met by December 30, 2021

(1) Program Activities: Describe the activities that will accomplish program deliverables		(2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. Example: classes held		(3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable.					(4) Performance Measures
(5) Total Unduplicated Clients/Units:		1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Total			
1. Recruitment							# of clients recruited to employment prep and placement program		
2. Enrollment							# of clients enrolled in employment prep and placement program		
3. Placement							# of clients placed in jobs		
4. Retention 30 Days							# of clients that reached 30 days of employment		
5. Retention 90 Days							# of clients that reached 90 days of employment		
6. Retention 180 Days							# of clients that reached 180 days of employment		
7 Target Population							Total # per priority population		
8. Supportive Services							For all newly enrolled clients in this program will have access to supportive services at \$350 per person (Mar 1st through Dec 31 <sup>st</sup> )		

Signature of Authorized Agency Official and Date: \_\_\_\_\_

Signature of DFSS Official and Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_  
PO#: \_\_\_\_\_

**Department of Family and Support Services-Workforce Services Division**  
**Community Development Block Grant (CDBG) Employment Preparation and Placement Program**  
**2021 Scope of Work**

**SECTION F – SUBMITTAL AND APPROVAL**

**ACKNOWLEDGEMENT**

- ☐ By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

a) Applicant signature <i>(Original must be signed in blue ink)</i>	
b) Name (typed)	
c) Date submitted	
d) DFSS Staff signature	
e) Name (typed)	
f) Date approved	

**Source Documents**

Provided below are hyperlinks to source documents. Please read and understand funding source rules and regulations:

- ✓ **U.S. Department of Housing and Urban Development (HUD)-** <https://www.hudexchange.info/>
- ✓ CDBG Eligible and Ineligible Activities and Regulations: (570.201-eligible activities; 570.207- ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rqn=d4iv5>